

Title (en)  
ELECTRONIC DEVICE FOR SUPPORTING SERVICE FOR ARTIFICIAL INTELLIGENT AGENT THAT TALKS WITH USER

Title (de)  
ELEKTRONISCHE VORRICHTUNG ZUR UNTERSTÜTZUNG EINES DIENSTES FÜR EINEN KÜNSTLICHEN INTELLIGENTEN AGENTEN, DER MIT DEM BENUTZER KOMMUNIZIERT

Title (fr)  
DISPOSITIF ÉLECTRONIQUE DE PRISE EN CHARGE DE SERVICE POUR AGENT À INTELLIGENCE ARTIFICIELLE (IA) PARLANT AVEC UN UTILISATEUR

Publication  
**EP 4220628 A4 20240522 (EN)**

Application  
**EP 21926901 A 20211118**

Priority  
• KR 20210022435 A 20210219  
• KR 2021016989 W 20211118

Abstract (en)  
[origin: US2022270617A1] An electronic device and method are provided. The method includes identifying a speech section of a user and a speech section of a neighbor in a received audio signal, identifying a user utterance in the speech section of the user and a neighbor answer to the user utterance in the speech section of the neighbor, obtaining preference information associated with the user utterance, giving a first reliability to the neighbor answer and a second reliability to an agent answer of an artificial intelligence agent generated in response to the user utterance, based on the preference information, not responding to the user utterance when the second reliability is lower than the first reliability, and outputting the agent answer when the second reliability is equal to or higher than the first reliability.

IPC 8 full level  
**G10L 15/22** (2006.01); **G06F 16/33** (2019.01); **G06F 40/216** (2020.01); **G06F 40/30** (2020.01); **G06F 40/35** (2020.01); **G06N 5/02** (2023.01); **G10L 15/04** (2013.01); **G10L 15/16** (2006.01); **G10L 25/93** (2013.01); **G06N 3/04** (2023.01); **G10L 15/26** (2006.01)

CPC (source: EP KR US)  
**G06F 16/3344** (2019.01 - EP); **G06F 40/216** (2020.01 - EP); **G06F 40/30** (2020.01 - EP); **G06F 40/35** (2020.01 - EP); **G06N 5/02** (2013.01 - EP); **G10L 15/04** (2013.01 - EP KR); **G10L 15/16** (2013.01 - EP KR); **G10L 15/22** (2013.01 - EP KR); **G10L 17/18** (2013.01 - US); **G10L 25/63** (2013.01 - US); **G10L 25/78** (2013.01 - US); **G10L 25/93** (2013.01 - EP KR); **G06N 3/04** (2013.01 - EP); **G06N 20/00** (2019.01 - EP); **G10L 15/26** (2013.01 - EP); **G10L 2015/225** (2013.01 - KR); **G10L 2025/783** (2013.01 - US)

Citation (search report)  
• [X] WO 2014093339 A1 20140619 - NUANCE COMMUNICATIONS INC [US]  
• [A] US 2018060599 A1 20180301 - HORLING BRYAN [US], et al  
• [A] US 2018366118 A1 20181220 - LOVITT ANDREW WILLIAM [US], et al  
• See also references of WO 2022177103A1

Designated contracting state (EPC)  
AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IS IT LI LT LU LV MC MK MT NL NO PL PT RO RS SE SI SK SM TR

Designated extension state (EPC)  
BA ME

Designated validation state (EPC)  
KH MA MD TN

DOCDB simple family (publication)  
**US 11862178 B2 20240102**; **US 2022270617 A1 20220825**; EP 4220628 A1 20230802; EP 4220628 A4 20240522

DOCDB simple family (application)  
**US 202217572095 A 20220110**; EP 21926901 A 20211118